In crisis? Call or text 988, or text HOME to 741741. Call 911 if you're in immediate danger.

Terms & Conditions

Last Updated: February 23, 2026

1. INTRODUCTION

1.1 Agreement to Terms

By accessing or using Guardian AIngels (the "Service"), you agree to be bound by these Terms and Conditions (the "Terms"). If you do not agree to these Terms, you may not access or use the Service.

1.2 Changes to Terms

We may update these Terms from time to time. If material changes are made, we will provide notice through email, in-app notification, or website announcement at least 30 days before changes take effect. Continued use of the Service after the effective date constitutes acceptance of the updated Terms.

1.3 No Medical or Therapeutic Advice

Guardian AIngels is not a healthcare provider. The Service does not provide medical advice, diagnosis, treatment, or therapy. It is a reflective journaling tool designed to support individuals navigating grief and loss.

Always seek the advice of a qualified healthcare provider regarding medical or mental health conditions. If you believe you are experiencing a medical or mental health emergency, call 911 (or your local emergency number) immediately or contact the Suicide & Crisis Lifeline at 988 in the United States.

2. DESCRIPTION OF THE SERVICE

2.1 Nature of the Service

Guardian AIngels provides AI-powered reflective journaling experiences, including simulated conversations and structured prompts.

All conversations are generated by artificial intelligence systems and are simulated experiences, not communications with real individuals, living or deceased.

2.2 Not a Substitute for Professional Care

The Service is not a substitute for therapy, counseling, or medical treatment. It is designed to complement, not replace, real-world support.

2.3 Emergency Situations

Guardian AIngels is not designed for crisis intervention. If you are experiencing thoughts of self-harm, violence, or immediate emotional distress, seek professional help immediately.

3. USER ELIGIBILITY

3.1 Age Requirements

The Service is intended for users aged 13 and older.

Users under 13 may not use the Service. We do not knowingly collect personal information from children under 13.

3.2 Users Aged 13–17

Users between 13 and 17 ("Minor Users") may use the Service subject to additional safeguards.

Minor Users acknowledge:

- The Service is not therapy or medical care.
- AI responses may not fully understand context.
- A trusted adult should be consulted when content feels overwhelming or important.

3.3 Trusted Users

Minor Users may add a trusted adult (e.g., parent or guardian).

- Trusted Users do not automatically access private journal content.
- Content sharing must be explicitly enabled by the Minor User.
- Limited safety notifications may be provided where enabled.

Guardian AIngels reserves the right to restrict persona features for Minor Users in the interest of safety.

4. SUBSCRIPTION AND PAYMENT

- Access requires an active subscription.
- Fees are charged in U.S. dollars.
- Subscriptions automatically renew unless canceled.
- You may cancel anytime through account settings.
- Fees are non-refundable unless required by law.

We reserve the right to modify pricing with prior notice.

5. COMMUNITY GUIDELINES

You agree not to:

- Use the Service for unlawful purposes.
- Upload content that is defamatory, obscene, infringing, threatening, or hateful.
- Impersonate others.
- Attempt to disrupt or hack the Service.
- Collect data for competing services.

We may suspend or terminate accounts that violate these guidelines.

6. PRIVACY, DATA, AND AI PROCESSING

6.1 Ownership of User Content

You retain ownership of any content you create, submit, or generate through the Service ("User Content").

6.2 Limited License to Operate the Service

You grant Guardian AIngels a limited, non-exclusive, revocable license to process, store, transmit, and display your User Content solely for the purpose of operating and providing the Service to you.

Guardian AIngels does not use private journal entries or conversations for marketing purposes or to train public artificial intelligence models.

6.3 Private by Design Commitment

Guardian AIngels is built to prioritize privacy and emotional safety.

We do not:

- Sell user data.
- Publicly display private journal content.
- Use private conversations to train AI models.
- Share private content for advertising purposes.
- We do not monitor or review your private journal entries by default.

Your reflections remain private to you, subject only to limited processing necessary to operate the Service. Your conversations are private by default and remain visible only to you unless you choose to share them.

6.4 Automated Processing and AI Insights

To provide conversational responses, summaries, and reflective insights, Guardian AIngels uses automated artificial intelligence processing.

This processing:

- Occurs under Guardian AIngels' account with third-party providers;
- Is performed solely to deliver features to you;
- Is not used for advertising, resale, or behavioral profiling.

Summaries and trend insights are generated automatically and are not manually reviewed except when necessary for safety, legal compliance, or technical troubleshooting.

6.5 Optional Summaries and Insights

AI-generated summaries and trend analysis features are optional.

You may opt out at any time through account settings. If you opt out:

- No new summaries or trend insights will be generated;
- Previously generated summaries may remain unless separately deleted;
- Core AI conversation functionality will continue, as it is fundamental to the Service.

6.6 Data Deletion Rights

You may request deletion of your account and associated personal data at any time.

Upon verified request, we will delete your User Content and personal data from active systems within a commercially reasonable period, and removed from active systems in accordance with our data practices, except:

- Your email address and limited account metadata retained solely for fraud prevention, trial abuse prevention, security, or legal compliance;
- Secure backup data retained for limited periods consistent with standard security practices.

6.7 Safety and Legal Exceptions

We do not access or review your private content by default.

We may access or review content only when reasonably necessary to:

- Investigate suspected violations of these Terms;
- Address safety concerns;
- Comply with legal obligations;
- Protect users or others from harm.
- Provide support when you explicitly request assistance or grant permission.

7. INTELLECTUAL PROPERTY

All Service materials (excluding User Content) are owned by Guardian AIngels, LLC and protected by applicable intellectual property laws.

8. DISCLAIMER OF WARRANTIES

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE."
WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED.

We do not guarantee uninterrupted access, error-free operation, or specific emotional outcomes.

9. LIMITATION OF LIABILITY

To the maximum extent permitted by law:

- We are not liable for indirect, incidental, or consequential damages.
- Total liability shall not exceed the amount paid by you in the past 12 months.

10. INDEMNIFICATION

You agree to indemnify and hold harmless Guardian AIngels and its affiliates from claims arising from:

- Your misuse of the Service;
- Your violation of these Terms;
- Your violation of third-party rights.

11. ARBITRATION AND DISPUTE RESOLUTION

Any dispute arising out of or relating to these Terms shall be resolved exclusively through binding arbitration under the Federal Arbitration Act.

Arbitration shall occur in Delaware unless otherwise required by law.

You waive any right to participate in class actions or class arbitration.

12. GOVERNING LAW

These Terms are governed by the laws of the State of Delaware, without regard to conflict of law principles.

13. MISCELLANEOUS

If any provision is found unenforceable, the remaining provisions remain in effect.

These Terms constitute the entire agreement between you and Guardian AIngels regarding the Service.

Guardian AIngels is not a licensed psychologist or psychiatrist and should not be considered a substitute for professional mental health care. It is intended for use alongside traditional therapy and for educational and self-improvement purposes only. If you are experiencing a mental health crisis or need professional support, please seek help from a qualified healthcare provider.

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